



# MEDIA RELEASE

STATE OF TENNESSEE  
DEPARTMENT OF HUMAN SERVICES

FOR IMMEDIATE RELEASE  
FEBRUARY 11, 2005

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## **THOUSANDS OF CALLS SIGNAL NEED FOR SERVICE CENTERS** *NEW CENTERS CREATE JOBS, OFFER ASSISTANCE TO CITIZENS STATEWIDE*

CLARKSVILLE, Tenn.-- The Clarksville Family Assistance Service Center was officially opened at a ribbon-cutting ceremony with state and local leaders today. The center is one of three in a system of call centers across the state. Each center employs approximately 70 individuals, including 60 college-educated counselors who answer questions and make changes to cases for clients enrolled in the TennCare Medicaid, TennCare Standard, Food Stamp and Families First programs. The other two Service Centers are located in Morristown and McKenzie.

So far, more than 250,000 calls from across the state have come into the three centers, which began opening in stages in November and December. The Clarksville team has taken more than 5,700 calls since it moved into the Business Park Drive location on January 18. This group did operate out of the Department of Human Services' Citizens Plaza building in Nashville for part of December and January.

"The number of calls and requests for information shows a true need for these centers," said Ed Lake, Deputy Commissioner for the Department of Human Services. "We are proud to be able to better serve our clients and work toward Governor Bredesen's goal of streamlining government efficiency while offering excellent customer service."

Before the service centers opened, many clients would have had to have visited or contacted their caseworker directly at the local Human Services office to get case changes made or program questions answered. The centers average between 6,000 to 7,000 calls a day. The majority of the calls are TennCare-related, followed by requests for information on the Food Stamp program.

The center's locations were chosen based on their regions' need for good-paying jobs, as well as suitable, easy-to-move-in locations and an available pool of college graduates.

**The service centers take calls Monday through Friday, from 7:00 a.m. until 5:30 p.m. local time. The toll free phone number is 1-866-311-4287.**

Human Services assists more than a million clients each month. For more information on our programs, please visit: <http://www.state.tn.us/humanserv>

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